

Bengaluru Metropolitan Transport Corporation (BMTc)

Addendum to Tender No. BMTc/2024-25/SE0730

Date: 5-03-2025

Addendum to

SELECTION OF TECHNOLOGY SOLUTION PROVIDER FOR

Supply, Commissioning and Maintenance of

Smart Electronic Ticketing Machines

With Comprehensive Ticketing Solution on Rental Basis

March 2025

[WebSite:<http://kppp.karnataka.gov.in>] Communication

Address:

Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation (BMTc), Central
Offices, KH Road, Shanthinagar, BENGALURU-27. Telephone:
080-22537462
E-mail:cosp@mybmtc.com

1. RFP Reference:**Section-2:Information to Bidders, SubSection-9:Prequalification Criteria**

Existing clause	Amended and Read as:	Page No
1. Incorporation of the Company In case of sole Bidder, bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 3 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution. In case of Consortium, Prime bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 5 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) and associated bidder should be in operation for at least last 3 years in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution. • Registered with GST Authorities in India The bidder should be a Sole Bidder or Consortium of maximum two bidders including Prime Bidder are eligible to participate in the tender.	No Change	17

• Annual Turnover The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years(2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three (3) financial years, the annual turnover should be of minimum INR 10 crores. • Bidder in case of sole bidder. • Prime Bidder in case of Consortium	No Change	18
3. Net worth The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24).	No Change	18
4. Certification The bidder should hold ISO certificates as below: • ISO 9001:2015 or higher Quality Management • ISO 20000-1:2018 IT Service Management System (Preferred). • ISO 27001: 2013 IT Security Management System. • Bidder in case of sole bidder. • Any member in case of Consortium	4. Certification The bidder should hold ISO certificates as below: • ISO 9001:2015 or higher Quality Management • ISO 20000-1:2018 IT Service Management System (Preferred) • ISO 27001: 2013 IT Security Management System. The bidder needs to submit this Certificate on or before Go-Live of the Project. • Bidder in case of sole bidder. • Any member in case of Consortium	18

5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.

Eligibility criteria:

The bidders should have supplied and implemented atleast a total of 2500Nos.of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.

For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 Smart ETMs in last five years with maximum of three orders.

Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application.

Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway.

- Bidder in case of sole bidder.
- Both or any member in case of Consortium.

Supporting Document to be Submitted:

Copy of purchase orders from State Transport Undertaking/ System Integrator.

Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of Smart ETMs to State Transport Undertaking in India.

Certificates from STUs with regard to successful implementation of Digital payment.

5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.

Eligibility criteria:

The bidders should have supplied and implemented atleast a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings in India over the last five (5) (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.

For example: The bidder has supplied and implemented 1000 ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 ETMs enabled with any mode of digital payment in last five years with maximum of three orders.

Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application.

Bidder shall have experience in any mode of digital payment through ETMs and integration with payment gateway.

- Bidder in case of sole bidder.
- Both or any member in case of Consortium.

Supporting Document to be Submitted:

Copy of Purchase Orders from State Transport Undertaking/ System Integrator.

Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of ETMs enabled with any mode of digital payment to State Transport Undertaking in India.

Certificates from STUs with regard to

18-19

	successful implementation of Digital payment.	
6. No Blacklisting The bidder (Sole bidder or any member of Consortium) should not have been blacklisted by any Central/ State Government Department/ Smart City SPV/ PSU in India as on the bid submission date.	No Change	19
7. Software Development Centre The bidder should have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order. The selected bidder shall submit the official documents of established office to BMTC along with name, designation and contact details of working staff. • Bidder in case of sole bidder. • Any member in case of Consortium.	No Change	19

2. RFP Reference:

Section-2:InformationtoBidders,SubSection-12:TechnicalProposal Clause

(h): 2.Technical Capability

Existing clause	Amended and Read as:	Page No
A. Previous Experience: Successfully supplied and implemented Android based smart ETMs enabled with digital payment features over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. Supply of 2500-5000 Smart ETMs ii. Supply of 5001 and above Smart ETMs	A. Previous Experience: Successfully supplied and implemented ETMs enabled with any mode of digital payment over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. Supply of 2500-5000ETMs. ii. Supply of 5001 and above ETMs	24

B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of Smart ETMs with Depot Management Application.	B. Domain Knowledge: The bidders should have supplied and implemented at least a total of 2500 Nos. of ETMs to State Transport undertakings in India over the last five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. i. ETMs supplied to State Transport Undertakings ii. ETMs supplied and implemented with digital payment feature. iii. Integration of ETMs with Depot Management Application.	24
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3. RFP Reference:Section-3:TenderForms,

TQFORM-3:Compliance to Technical and Functional Requirements(A)ETM Hardware Specification & ANNEXURE – I, ETM Hardware and Functional Specifications

Existing clause	Amended and Read as:	Page No
2. OS Preferably Android 10 or higher.	2. OS Android 9 or higher.	62 &82
4. Real Time Clock In built real time clock with calendar.	4. Real Time Clock In built real time clock.	62 &82
10. Chargers b) USB Type-C charging facility. 10(a),10(c)and10(d)	10. Chargers b) MicroUSB/DCPin/USB Type-C charging facility. No Change	64&83
13. Communication Interface b) Minimum USB3.0Type-C Port with 5 Gbps speed or higher. e) 5G LTE, fallback 2G. 13(a),13(c) & 13(d)	13. Communication Interface b) Micro USB/ USB 3.0 Type-C Port with 5 Gbps speed or higher. e) 4G LTE or higher, fallback 2G. No Change	65&83
16. Certifications a) EMV Level 1 certified, Level 2 and 3 will be required at the time of implementation. b) MasterCard, Visa, Rupay, TQM, Paypass, Paywave, Amex Expresspay, Discover D-Pass. 16(c)to16(e)	16. Certifications a) EMV Level 1 certified, Level 2 and 3 will be required at the time of implementation. Note: Only L3 Certification will be obtained by BMTC during implementation. b) MasterCard, Visa, Rupay, TQM, Paypass, Paywave. No Change	65&84

19. Other Requirements	19. Other Requirements	66 & 84
b) Change of any hardware part of ETM should not lead to the change in machine serial number and it should be stored internally in the encrypted form apart from being physically embossed on the outer case of ETMs. d) Charger should have logo of BMTC. i) Pouches to be replaced every year in all the ETMs. j) Batteries in all the ETMs should be replaced every two years. However, if the battery is not functioning to the expected level before due date for replacement, the selected bidder need to replace the same immediately. 19(a),19(c),19(e) to 19(h)	b) Change of any hardware part except Motherboard of ETM should not lead to the change in machine serial number and it should be stored internally in the encrypted form apart from being physically embossed/ printed on the outer case of ETMs. The responsibility of maintaining the unique serial number of ETMs throughout the contract period lies with the selected bidder. d) Charger should have logo of BMTC. The logo may either be printed or in the form of good quality sticker. i) Pouches to be replaced on need basis. j) Batteries in the ETMs should be replaced immediately, if the battery is not functioning to the expected level of BMTC. Bidder shall ensure smooth functionality, without causing any inconvenience to the conductor while issuing tickets during entire schedule operation. No Change	

4. RFP Reference:

Section-4: Terms of Reference, Subsection-C: Point No (3)(I) Operations & Maintenance of the Project

Amended and Read as	Page No
- Operations & Maintenance period commences from the date of Go-Live of the project. Period of contract will be four years from the date of Go-Live. However, BMTC reserves the right to extend the contract for another one year on mutual consent at the same monthly rental price. - Selected bidder is required to estimate the Cloud/SERVER capacity and configuration suitable for web based centralized audit software and receiving tickets data sent through GPRS ETMs. - Selected bidder shall consider the cost towards Cloud obtainment, application development, software licensing and maintenance of server and application, SIM card charges while quoting monthly rental charges. - The server and application maintenance charges quoted per month shall be valid during the entire contract period. - Implementation and maintenance of server and application will be the responsibility of the Selected bidder for the entire contract period. - The Cloud Central Servers shall be scalable for future expansion to connect upto 25,000 ETMs. - The Selected bidder shall be responsible for the maintenance of the application during the entire contract period. - Selected bidder shall be responsible for up time of the supplied ETMs for operation.	110 & 111

- Replacement of defective ETM/ materials should be free of cost against any materials and manufacturing defects.
- The bidder is responsible for new replacement of spares and components damaged due to wear and tear, at free of cost.
- A joint inspection of the selected bidder and BMTC team will be carried out in case of any damage to the ETM. If the team agrees that the physical damage is due to mishandling by BMTC Staff, BMTC will bear the cost of repair if partially damaged and cost of replacement in case the ETM is fully damaged (on case to case basis).
- Selected bidder need to establish Service Centre at Bengaluru. The bidder need to calculate the manpower required for the same and deploy in order to ensure compliances to SLA.
- The selected bidder is responsible for arranging defective devices to be taken from the depots to the service centre/ company and returning the same after service at his own cost and risk.
- Bidder should maintain registers to note the details of devices received from the depots and devices dispatched/ handed over to the depots after attending the problems with details like date, depot, device number, problems reported, repairs carried out and signature of the depot staff.
- Bidder is required to furnish the serial numbers of the ETMs supplied to each depot. ETMs taken for servicing shall be returned to that particular depot only. Bidder is not allowed to transfer ETMs from one depot to other, without any consent from BMTC.
- The bidder shall furnish required maintenance reports from time to time.
- Bidder is responsible for any financial lapses or loss of data incurred by BMTC due to malfunctioning of ETMs, inefficient service/ spares etc.
- The selected bidder shall comply with all statutory requirements during the entire contract period.

5. RFP Reference:

Section-4: Terms of Reference, Subsection-D: SI No(1) Roles & Responsibilities of Successful Bidder

Amended and Read as	Page No
• Act as principal solution provider for the design, development, implementation, integration of ticketing solution and associated applications of BMTC. • Detailed requirement gathering for all in-scope components and finalization of the business rules, operational rules and system rules to discussions with BMTC. • Define Project Implementation Plan - device delivery and installation plan (day wise plan with detailed schedule and resource requirement) and software implementation plan. • Obtain the approvals from BMTC for executing the implementation plan. • Define the formats for data packet exchange to the AVLS and other IT Applications. • Adhere to defined SLAs and timelines. • Submit the test cases & acceptance report. • Preventive, repair maintenance and replacement of devices. • Prepare user manual and SOP document. • Deploy efficient and qualified manpower on field for successful implementation. • Sharing the application and server logs. • Security Administration and monitoring Security Incidents.	113

- Maintain regular backups of Database and Applications.
- Prepare a Risk Management Plan enlisting the risks to the project and mitigation plan and ensure compliance to the same.
- Establishing the required connectivity with Centralized Application, Dashboard, Cloud and ETMs.
- To provide and integrate payment gateway services.
- Training to BMTC ticketing staff or operations and administration.
- Provide Training to the BMTC staff on time to time basis.
- Deployment of resources for implementation stage and O&M period as per the clauses specified in this RFP.
- Integration with any BMTC internal application/ payment application/ external application in future as per requirements of BMTC.
- Capacity Building for BMTC which includes:
 - Support during execution of acceptance testing
 - Preparation of system documents, operation manuals, user manuals, performance manuals, etc.
- Operations & Maintenance:
 - Provisioning and deployment of technical manpower for maintenance and issue resolution of all software and hardware/ devices/ equipment for the entire contract period. Removal and / or Replacement of man power should be done only with prior approval of BMTC and provide replacement resource of equivalent or better qualification. If resource is replaced without prior approval from BMTC, a onetime penalty of Rs. 50,000/- will be levied. Un-informed absence of any resource for more than a week, then a penalty of Rs.10,000/- will be levied for each week of such absence.
 - Adherence to latest Industry Standards, guidelines as specified by government authorities

6. RFP Reference:

Section-4:Terms of Reference, Subsection-D:SI No(2)Roles and Responsibilities of BMTC

Amended and Read as	Page No
• Providing raw electricity in BMTC depots and ETM charging infrastructure at depot. • Provide business rules. • Approval of system design documents. • Coordination between different departments of BMTC. • Carry out testing and acceptance of the solution as per contract. • Any other data from the existing IT Applications required for development and interface. • Identify the key issues/bottle necks in the system and suggest mitigation plans. • BMTC will provide internet connectivity at all depots for BMTC functioning.	113-114

7. Additional clause:Section-4:Terms of Reference, Sub Section(F) Delivery Schedule

	Page No
9) The selected bidder needs to supply brand new Smart Electronic Ticketing Machines	115

8. RFP Reference:**Section-3: Tender Forms, PQFORM-9: Proforma of Declaration.****Page No – 51****Amended and Read as:****PQFORM 9: Proforma of Declaration***(To be furnished on a Government Stamp Paper of Rs. 20/-)*

To,
Controller of Stores & Purchases
Office of Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation,
Central Offices, K H Road,
ShanthiNagar, BENGALURU-27.

Date: dd/mm/yyyy

Sub: Proforma of Declaration

Ref: Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution for BMTC on rental basis.

Dear Sir,

1. We hereby declare that the rates quoted by us is lowest and we have not quoted /supplied to any other STU's / Organizations during the preceding one year at less than the rates offered by us in the subject tender.

Or

We have Provided solutions _____ to our following customers during the preceding One-year at less than the rates offered to you in the subject tender, and the details are as follows:

- a. Name of the STU/ Organization to whom the Solution was provided:
 - b. Rates offered to them:
 - c. The reasons for variation:
 - d. Quantity offered / supplied:
2. We declare that we have not been blacklisted/bankruptcy /barred from participating in the tender (s) by any of the Government Organization/Public Sector undertaking for breach of contract during last three years. Further, we have not been declared ineligible for corrupt and fraudulent practices issued by any of the State Government/ Government of India/Union Territory. The assessment of the previous project performance shall also be considered.
 3. We hereby declare that all the particulars furnished by us in this tender are true to the best of our knowledge and we accept that, if any stage, the information furnished is found to be incorrect of false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above. Additionally, the performance of our previous projects can be verified for satisfactory results.
 4. We agree to abide by the payment clause as mentioned in the RFP. We are aware that the security deposit will be refunded/ returned as per the terms of RFP.
 5. The rates quoted in thee-procurement portal are final and we agree to hold the same till The completion of the deliverables as per the contract.
 6. We agree to furnish Security Deposit as per terms and conditions within time mentioned in the tender. We agree to extend the validity of the bank guarantee/ security deposit unconditionally in case needed as per the requirement of BMTC.
 7. We undertake to fulfill all the statutory requirements.
 8. We are aware of the fact that, any conditional offer/ counter conditions (Technical or

Financial bid) shall lead to rejection of our tender.

9. We undertake to abide by all the terms and conditions of tender, in case of violation of any of the Terms and conditions of the tender, we understand that we are liable to be barred by BMTC for participating in future two tenders.
10. We comply to SLA parameters mentioned in the tender.
11. We declare that we have a registered office at Bengaluru or shall establish the same within 60 days from the date of issue of Purchase Order.

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone

E-mail Id:

9. Additional clause: Section-4:Terms of Reference, Sub Section(I) Payment Terms and Conditions (Page No. 124)

- 16) Minimum monthly requirement will not be below 9000 numbers of ETMs (including spare ETMs) in any month during the entire contract period, after rolling out in all Depots with complete functionality as per ANNEXURE-VI except FORCE MAJEURE condition. Till such time bidder will be eligible for payments only to the extent of supplied quantity. It is applicable only on meeting SLA requirements.

10. RFP Reference:

Section-5:Contract for Services, Sub Section-II, Clause-8:Force Majeure Clause

Existing clause	Amended and Read as:	Page No
a. "Neither party shall be liable for any failure to perform its obligations hereunder where such failure is as a result of acts of God (including fire, flood, earthquake, storm, Hurricane or other natural disasters, war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, terrorist activities, Govt. sanction, blockage, embargo or any such events which are beyond the reasonable control of the parties. Notice informing such occurrence shall be sent the other party within 3 days of such occurrence. However, the acts such as labour disputes, strikes, lockouts or any such industrial unrest in organisation of the services shall not be considered for such failures".	a. "Neither party shall be liable for any failure to perform its obligations hereunder where such failure is as a result of acts of God (including fire, flood, earthquake, storm, Hurricane or other natural disasters, war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, terrorist activities, Govt. sanction, blockage, embargo or any such events which are beyond the reasonable control of the parties. Notice informing such occurrence shall be sent the other party within 3 days of such occurrence. However, the acts such as labour disputes, strikes, lockouts or any such industrial unrest in organization of the System Integrator shall not be considered for such failures".	130
8 (b) to 8(d)	No Change	130

11. RFP Reference:**Section-4: Terms of Reference, Subsection-H: Service Level Requirements, SI No(2) O&M Phase – Pg 118****Amended and read as:**

#	Particulars	Baseline	Permissible Limit	Penalty	Remarks
1	Availability of ETMs for operations along with reliable SIM card connectivity. (Daily)	100%	N/A	No penalty.	Vendor need to submit the report on availability of ETMs. Depot Officials shall verify and certify. Availability Of ETMs= (Working ETM / Total ETM)x100%
		<100%and ≥95%	N/A	In case the ETM is not working, the same should be repaired or replaced within 48 Hrs from the time of registering the complaint. Penalty of Rs. 100 per day per ETM will be imposed beyond 48 Hrs for non-working ETMs.	Vendor need to submit the report on availability of ETMs. Depot Officials shall verify and certify.
2	Availability of ETMs in working condition (Daily)	<95%	N/A	Breach, if total number of ETMs available for operations of the depot is less than 95% . • If total number of ETMs available for operations of the depot is less than 95% in any day, 5% of the monthly bills w.r.t. that depot will be recovered from the bills payable by the Central Office. Only 5% will be recovered up to 3 such incidents in a month. • If number of such incidents exceeds 3 in any depot in a month, it shall be reported to Central Office for action.	Vendor need to submit the report on availability of ETMs. Depot Officials shall verify and certify.

3	Application Availability (Monthly)	100%	99% Non availability time in a stretch shall not exceed 30 minutes.	• If 99%> Availability >=97% then Penalty INR 1000 per Hour. • If 97%> Availability >=95% then Penalty INR 5000 per Hour. • Breach, if Availability<95%	Vendor need to submit report on uptime of the application.
4	Discrepancy in data/Firmware/ Bugs/ Errors/ Defects/ Malfunction/ Issues/ Complaints/ Grievances etc.	None	N/A	Issue to be fixed within 24 Hrs . If not rectified beyond 24 Hrs , a penalty of Rs. 100 per day will be imposed. If there are any financial losses are incurred by BMTC owing to bidder's reasons, the same will be deducted from the bills payable.	Vendor shall submit a report.
5	Delay in providing the revised firmware as per the requirements of BMTC	Within specified number of days as mutually agreed from the date of communication through e-Mail/ Letter. (X=Date of Communication)	T=X+ Number of days mutually agreed	Penalty of Rs.500 per day from T+1 day onwards till T+7thday. If exceeds T+7th day, Rs1000 per day from T+8th day.	BMTC will certify
6	Availability of functionalities (Daily)	100%	99% Non availability time in a stretch shall not exceed 30minutes.	It shall be reported to Central Offices by the depots certifying the hours of inconvenience caused and corresponding financial losses if any. BMTC Management shall decide the incident on case to case basis and pass orders. Decision of BMTC Management will be final in this regard.	Total number of minutes the functionality is unavailable in a particular day against the total number of minutes in a day is taken for calculating the percentage.

7	Security Breach including Data Theft/ Loss/ Corrupt (Monthly)		Zero Instances	If any incident of security breach: a. Incidents ≤ 2 Penalty INR5,000 per incident. b. $2 < \text{incident} \leq 5$ Penalty INR 10,000 per incident. c. If incidents > 5 OR If any loss occurs to BMTC and vendor not able to recover the same, then BMTC reserves the right to recommending the vendor to blacklist from participating in future tenders of BMTC.	Any incident where in system compromised or any case wherein data theft occurs (including internal incidents). This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month.
8	Unavailability of ETMs(Daily)		Zero instances	If any schedule is cancelled in the depot for want of ETMs, the amount equivalent to the daily average revenue of the previous completed month of the corresponding schedule shall be recovered from the bills payable by the division towards Monthly charges.	

Monthly rental, Application and SLA related to servicing of ETMs will be managed at Central Offices based on ETM service parameters in respective depots. Selected bidder need to provide the SLA tool accordingly. Selected bidder shall ensure that ETMs required for operation should always be available in working condition at any point of time with respect to each depot.

12. RFP Reference: Section-4: Terms of Reference, Sub Section (F) Delivery Schedule		
Existing clause	Amended and Read as:	Page No
7) Monthly rental payments shall be paid by the division on actual number of days it was in BMTC custody.	7) Monthly rental payments shall be paid by the Central Office on actual number of days it was in BMTC custody.	115

13. RFP Reference: Section-4: Terms of Reference, Sub Section-I Payment Terms and Conditions		
Existing clause	Amended and Read as:	Page No

15) "The bidders are required to submit the bills within 5th of every month.	15) "The bidders are required to submit the bills within 5th of every month.	124
A) Monthly charges for Cloud and Application Maintenance including connectivity charges per ETM – Payment will be made by the Central Office, BMTC within 5 working days from the date of submission of the bills with required supporting documents.	A) Monthly charges for Cloud and Application Maintenance including connectivity charges per ETM – Payment will be made by the Central Office, BMTC within 3 Weeks from the date of submission of the bills with required supporting documents.	
B) Monthly rental charges per ETM including SIM charges, servicing etc. (without SAM) - Payment will be made by the respective Zones/Divisions of BMTC within 5 working days from the date of submission of the bills with required supporting documents".	B) Monthly rental charges per ETM including SIM charges, servicing etc. (without SAM) - Payment will be made by the Central Office, BMTC within 3 Weeks from the date of submission of the bills with required supporting documents ".	
1 To 14	No Change	122-123

14. RFP Reference:

Page No-116

Section-4: G. Project Implementation Timelines and Deliverables

Amended and read as:

Sl.	Milestone	Timeline	Deliverable
1	Issuance of Work Order or Letter of Intent	T0	
2	System Study & Implementation Plan	T1: T0 + 15 days	Detailed Project Implementation Plan
3	ETM Software and centralized web based fare collection software Development	T2: T1 + 45 days	
4	Testing, Pilot implementation in one/two depot identified by BMTC and declaration of Pilot Go-Live.	T3: T2 + 15 days	
5	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live	T4: T3 + 30 days	Required number of ETMs each with chargers, pouches and other required accessories along with activated SIM card to each division as per the delivery schedule specified in ANNEXURE-VI.
6	Operation and Maintenance of the Project.	T5: 48 Months from the date of Go-Live, extendable by another 12 months as per RFP terms and conditions.	

15. RFP Reference:**Section-4. Terms of Reference, C. Scope of Work, 2. Scope Summary**

Amended and Read as	Page No
• Supply, Installation, Testing & Commissioning of Electronic Ticketing Machine with peripherals and pouch to BMTC. • Supply of 4G data service enabled SIM cards for real time data transfer of revenue data to Central Cloud Server. • Design, Development & Customization of ETM application, Web Based Centralized Fare Collection Application as per operational need of BMTC. • Validate QR code from the ETMs. • Maintenance & management of spares for individual depots. • Real-time information & firmware application should be updated Over the Air (OTA). • Bidder shall have to propose amicable solution for data reconciliation to cater the no-connectivity situation. • The ETM should be able to issue paper QR code tickets. ETMs should also be able to validate the mobile/ paper QR Code tickets. • The entire lifecycle of ticket generation to transaction reconciliation shall be done with end to end encryption with security measures. • The ETM application shall be capable to generate all types of tickets as per business rules of BMTC.	105

16. RFP Reference:**Section-5. Contract of Services, II. General Conditions of Contract,****5. Refund of Performance Bank Guarantee**

Existing clause	Amended and Read as:	Page No
a. The amount furnished towards Performance Bank Guarantee may be discharged/ returned / refunded by BMTC, 6 months after Completion of Contract Period, upon being satisfied that there has been due performance of the obligations by the Bidder under the contract, and after adjusting against all incurred expenditure by BMTC for the damages made by Bidder (if any). However, no interest shall be payable on the Performance Bank Guarantee.	a. The amount furnished towards Performance Bank Guarantee may be discharged/ returned / refunded by BMTC, within 6 months after Completion of Contract Period, upon being satisfied that there has been due performance of the obligations by the Bidder under the contract, and after adjusting against all incurred expenditure by BMTC for the damages made by Bidder (if any). However, no interest shall be payable on the Performance Bank Guarantee.	129
b. Forfeiture of Performance Bank Guarantee:	No Change	129

17. RFP Reference:**Section-4: Terms of Reference, A. Introduction , 1. About BMTC**

Existing clause	Amended and Read as:	Page No
And also, ticketing application to be integrated with payment gateway for digital transactions provided by BMTC.	Clause deleted	102

18. RFP Reference:**Glossary: Terms and Abbreviation**

Existing clause	Amended and Read as:	Page No
Smart Electronic Ticketing Machine is Android based hand held device to capture ticketing information, print tickets and transfer real time ticket data to Central Web based Fare Collection software through 5G/Wi-Fi interface. The device is inbuilt with QR Code and RFID readers supporting UPI and other modes of digital transactions. The device has clear high resolution display and touch pad with an intuitive user interface. Inbuilt thermal printer enables printing tickets and reports instantly.	Smart Electronic Ticketing Machine is Android based hand held device to capture ticketing information, print tickets and transfer real time ticket data to Central Web based Fare Collection software through minimum 4G/Wi-Fi interface. The device is inbuilt with QR Code and RFID readers supporting UPI and other modes of digital transactions. The device has clear high resolution display and touch pad with an intuitive user interface. Inbuilt thermal printer enables printing tickets and reports instantly.	8

19. RFP Reference:**Section (4): Terms of Reference, I. Payment Terms and Conditions, Point 2**

Existing clause	Amended and Read as:	Page No
b) The payment for the line item (1) shall be made at Central Offices and payment for line item (2) shall be made at Division/Zonal level.	b) The payment for the line item (1) and (2) shall be made at Central Offices.	123
a) and c)	No change	

20. RFP Reference:**Section (2): Information to Bidders, 31. Security Deposit/Performance Security**

Existing clause	Amended and Read as:	Page No
a) The Performance Security shall be provided by the successful bidder in the form of Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks in favor of the "Controller of Stores and Purchases, BMTC, Bengaluru".	a) The Performance Security shall be provided by the successful bidder in the form of Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks or Scheduled Commercial Banks, in favor of the "Controller of Stores and Purchases, BMTC, Bengaluru".	35
b) The BG shall be furnished for an amount equivalent to 10% of total contract value within 10 days of issuance of LOI.	b) The BG shall be furnished for an amount equivalent to 5% of total contract value within 10 working days of issuance of LOI.	
c) To h)	No change	35

21. RFP Reference:**Section (2): Information to Bidders, 10. Eligibility**

Existing clause	Amended and Read as:	Page No
d) Average annual turnover of more than Rs. 50 Crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). In case of Consortium, the Prime Bidder shall have the requisite financial qualifications.	d) The bidder should have cumulative turnover of minimum INR 50 crores for any three (3) financial years, out of preceding last five (5) audited financial years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During those, three (3) financial years, annual turnover should be of minimum INR 10 crores . In case of Consortium, the Prime Bidder shall have the requisite financial qualifications.	20

a) to c) & e)	No change	20
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22. RFP Reference:

Section (2): Information to Bidders, 38. Insolvency and Breach

Existing clause	Amended and Read as:	Page No
c) Commits any breach of the contract not herein specifically provided for.	c) Commits any breach of the contract not herein specifically provided for after due hearing from the vendor.	38
a) b) & d)	No change	38

23. RFP Reference:

Section (5): Contract of Services, II. General Conditions of Contract, 10. Insolvency and Breach

Existing clause	Amended and Read as:	Page No
d) Commits any breach of the contract not herein specifically provided for.	d) Commits any breach of the contract not herein specifically provided for after due hearing from the vendor.	132
a) To c) & e)	No change	132

24. Additional clause: Section-2. Information to Bidders

Page No

39. Failure to agree with the Terms & Conditions

38

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP/ Contract shall constitute sufficient grounds for the annulment of the award, in which event BMTC may invite the next best bidder for negotiations or may call for fresh RFP.

40. Forfeiture of EMD

The EMD may be forfeited:

- If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any;
- In the case of a successful bidder, if the bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time;
- During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- Deliberate attempts by the bidder to share wrong information/ manipulate information/ hide the facts

41. Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and BMTC is required to pay compensation to a third party resulting from such Infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs, lawyer fees etc. BMTC shall give notice to the Successful Bidder of any such claim and recover it from the bidder.

42. Consortium

The Bidders can form Consortium subject to the following conditions:

a. The number of Consortium members cannot exceed two (2), including the Lead Bidder. b. Only the Lead Bidder will submit the proposal and sign the Contract with BMTC. c. The Lead Bidder shall be solely liable to and responsible for all obligations towards the BMTC for performance of works/ services including that of its partners/ associates under the contract. In the event of any dispute arising between Consortium Members during the Contract Period, the parties shall make reasonable efforts to resolve it amicably without causing any negative impact on the implementation and operation of the Project. However, if the Authority determines that the dispute between Consortium members is adversely affecting the implementation and operation of the Project, the Authority reserves the right, at its sole discretion and in the best interest of the Project, to either terminate the Contract following the appropriate due process or to impose a binding solution.	
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25. Additional clause: Section-3:TenderForms, TQFORM-3:Compliance to Technical and Functional Requirements (A) ETM Hardware Specification & ANNEXURE – I, ETM Hardware and Functional Specifications	Page No
19. Other Requirements ETMs should also work in offline mode without SIM.	66 & 85

26. Additional clause: Section-3: Tender Forms, TQ FORM-3: Compliance to Technical and Functional Requirements (A) ETM Hardware Specification & ANNEXURE – I, ETM Hardware and Functional Specifications	Page No
8. BATTERY Battery charge level indication in display unit.	63 & 83

27. Additional clause: ANNEXURE – II & TQ FORM-3: Software Requirements, a) ETM Software Requirement (Bus Ticketing), iii. Contactless Smart Card Software, 1) CONCESSIONAL PASSES	Page No
ETM shall be capable to read and validate Shakti Smart Card proposed to be issued by GoK.	76 & 92

28. Additional clause: Section-4. Terms of Reference, C. Scope for Work, Detailed Scope of Work, O) Payment Gateway Services	Page No
- The bidder to provide Payment Gateway services - Selection of a scheduled bank/ financial institution for providing Payment Gateway Services in respect of card/ UPI and QR code payment transactions will be the responsibility of the selected bidder. Separate Tri-Partite Agreement to be entered between BMTC accounts, banker and the selected bidder for such transactions. - The bidder shall be responsible for integration of ticketing system with the Payment Gateway Services. - Proper and secured refund mechanism shall be provided in case of failed transactions. - The financial institution should enable the options to handle online refund facilities cancellation/ failure of tickets/ transactions/any other transaction if required. - The financial institution should transfer the amount(in Indian rupees only) to the designated account of BMTC; These amounts to be made available to BMTC within T+1 day, T=date of transaction. - The provision of collection of all modes of payments shall be made such as credit card, debit	112

card, UPI and cash recording based on requirement by BMTC.

- QR code/UPI should be accepted through the ETM Machines
- Any recurring charges towards data connectivity or maintenance shall also be borne by the financial institution.
- Financial institution should create an exclusive customer interface for monitoring the transactions as per the directions of BMTC from time to time.
- Payment Gateway transactions should incorporate a strong SSL encryption (128bit) with real time authorization and capture of transactions. Both domestic and international credit cards record level factor authentication (Security 2 level) should be supported.
- Payment transaction should use secure servers that encrypt all credit cards/ Banking/ personal information. These servers should operate behind security firewalls to ensure (Standard sockets layer) Technology, for this date encryption.
- Support BMTC for transaction led queries for online payment gateway services.
- Financial institution will reconcile the amount collected against the payment transactions conducted by the consumers and provide consolidated payment information to BMTC in a format/ frequency desired by BMTC.
- The system should generate single FT number for each OB number only.
- Financial institution provides technical helps as and when required for integration of payment gateway API with BMTCs application/system.
- The Successful Bank shall provide a Query Console for BMTC from which MIS can be generated, queries can be addressed and Settlement & Refund files can be uploaded directly by BMTC in the Query/Admin Console. The financial institution should develop/ customize any number of reports as per the business requirement of BMTC. The application shall provide option to convert all data generated through reports to EXCEL format/ PDF/ HTML. Essential reports should support Bank wise, Mode wise details for Live/ Daily/ Weekly/ Monthly/ Yearly to be provided as per BMTC requirements.
- The financial institution would be responsible for maintaining all security compliances necessary for enabling online transactions.
- At any point of time, BMTC may add new/remove service under online payment mechanism. For all such change the financial institution shall provide the payment gateway services as per the terms and conditions agreed.
- The financial institution should not display any content like advertisement, third party information etc on payment page. BMTC may go on for multiple payment gateway system/aggregator, if needed.
- The consumer service center provided to consumer for payment information and payment issues should be available 24x7. Popular media like toll free, email, sms should be used to record citizen payment issues.

SLA for Payment Gateway:

#	Description	Damages (penalty)
1	The payment gateway solution has to be up for least 99.8% of the time for 24*7 periods.	Damage (penalty) at the rate of Rs.5,000 for every 0.1 % deviation from the SLA requirement. Financial Institution shall pay or remit the penalty amount to BMTC within 10 working days from the day of levy of damage (penalty).
2	The amount debited twice for the single performed transaction	Rs.100 per transaction
3	Only one unique id should be generated for a single transaction (OB number)	Rs.100 per transaction

4	Amount debited but ticket not issued due to PG technical issues.	Rs.100 per transaction	
5	The amount debited in BMTC and PG site should tally. If difference	5 % of the difference value	
6	Any Other issues/bugs pertaining to performance of Payment Gateway	Rs.100 per transaction	

29. RFP Reference: Section (4): Terms of Reference, C. Scope of Work, 3. Detailed Scope of Work, f.Integration with other IT sub-systems

Existing clause	Amended and Read as:	Page No
ii) BMTC may come up with the Financial Institution for introduction of National Common Mobility Card (NCMC). The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for National Common Mobility Card (NCMC) and reconciliations.	ii) BMTC may come up with the Financial Institution for introduction of National Common Mobility Card (NCMC) in future. The bidder shall be responsible for integration of ticketing system with futuristic Bank Host system for National Common Mobility Card (NCMC) and reconciliations.	108
i) & iii) to v)	No change	108 & 109

30. Additional clause: Section 2. Information of Bidders, 12. Technical Proposal, f)Terminal Management Software and Dashboard Design

iii. Dashboard Features	26
- Show the Battery Status of ETMs. - Reporting and Data Analytics.	

31. Additional clause: Section-3:Tender Forms, TQ FORM 4 : Declaration of Data Security

(To be submitted on the Company's Letter head)

Date: dd/mm/yyyy

To,

Controller of Stores & Purchases,

Bengaluru Metropolitan Transport Corporation (BMTC),

Central Offices, K H Road, Shanthinagar, BENGALURU-27.

Sub: Declaration of Data Security.

Ref: Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with Comprehensive Ticketing Solution & Dashboard for BMTC on rental basis.

Dear Sir,

We....., who are established and reputable bidder having office at do hereby certify that BMTC shall have absolute right on the digital data and output products processed / produced by us. We shall be responsible for security / safe custody of data during processing.

We also certify that the data will not be taken out of the BMTC's premises on any media. The original input data supplied to us by BMTC and output products processed/ produced from input data will not be passed on to any other agency or individual other than the authorized person of BMTC. We shall abide by all security and general instructions issued by BMTC from time to time.

We also agree that any data from our computer system will be deleted in the presence of BMTC officials

after completion of the project task.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Date:

